GOVERNMENT OF INDIA
POWER
LOK SABHA

UNSTARRED QUESTION NO:3572
ANSWERED ON:23.03.2017
Complaints through Garv App
Ranjan (Pappu Yadav) Shri Rajesh;Ranjan Smt. Ranjeet

Will the Minister of POWER be pleased to state:

(a) whether the houses in rural areas, which have been connected to the power grid but are not getting electricity, can approach the Central and State level officials with their complaints through the Garv app even though they do not have internet facility and if so, the details thereof;

(b) the number of complaints received by the Government through the Garv app along with the action taken thereon during the last one year, State/UT-wise; and

(c) the amount of expenditure incurred under the Grameen Vidyutikaran Yojana so far, State/UT-wise?

Answer

THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR POWER,
COAL, NEW & RENEWABLE ENERGY AND MINES

(SHRI PIYUSH GOYAL)

(a) & (b) : A grievance redressal platform feature called "SAMVAAD" is available in the GARV App, wherein the citizen can share their feedback/queries, highlight their concerns regarding rural electrification to the concerned Superintending Engineer (SE). Internet connectivity is essential for 'SAMVAAD".

The State-wise complaints received through the GARV app, up to 28.02.2017, and action taken by the State Discoms, are given at Annexure-I.

(c) : State-wise funds released under Deendayal Upadhyaya Gram Jyoti Yojana (DDUGJY) including the Rural Electrification (RE) component since 2014-15 is furnished at Annexure-II.

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